V-CAN CONNECTOR

Voluntary Community Assistance Network   *Indiana Eligibility Modernization Project*

Director's Update
It's HIP to Have Health Insurance in Indiana

by Zach Main, Director
Division of Family Resources

As many of you may already be aware, Governor Mitch Daniels' Healthy Indiana Plan (HIP) is on target to accept health insurance applications in late 2007, with benefits starting January 2008. HIP will offer affordable health insurance to an estimated 130,000 uninsured adults who earn up to 200% of the federal poverty level, are not eligible for employer-sponsored health insurance or Medicaid, and have been uninsured for six months.

It's HIP to be Healthy in the State of Indiana, and the Healthy Indiana Plan is a groundbreaking step toward a healthier State. The benefit plan design includes a deductible coupled with a health savings account (HSA). The HSA portion is referred to as a POWER Account, which stands for Personal Opportunity Wellness and Responsibility account.

Participants will be required to make contributions and manage the POWER Account.

Education and community outreach activities are scheduled to take place from August through December 2007, to provide V-CAN Access Points, and Referral and Informational members, with information they need to educate applicants and clients about eligibility and enrollment in the health insurance program.

What should V-CAN members share or have access to at this point?

FSSA is currently in the process of selecting health plan carriers in Indiana to market and administer the program. Five health plans have submitted a response to the Request for Services (RFS) and the selected carriers will be

announced mid-August 2007. Once this selection is complete, additional information will be released to V-CAN members, including:

HIP Brochure
Outlines a client's health plan choices under HIP (to be released after the Health Plans are chosen).

Informational Material
Provides background on HIP and how the health plan benefits are structured (to be released to V-CAN members before the program begins).

Enrollment Packets
Supports HIP enrollment process (to be distributed at the end of August).

Posters, postcards, and radio and TV ads will be utilized in various counties depending on the demographics of potential eligible individuals.

> *"Everyone at FSSA is excited about this new program and the potential to reduce the number of uninsured in Indiana. "*
>
> *- Zach Main*

Inside this Edition

Do You Know...

The IBM-led Coalition is creating a **V-CAN Resource Directory** with information on organizations that provide free or low-cost computers. V-CAN Access Points or organizations interested in becoming Access Points can use the Resource Directory to obtain computers for Access Point sites, if desired.

The V-CAN Resource Directory is available on the FSSA website: www.in.gov/fssa click "Eligibility Modernization" and to V-CAN members at the Regional V-CAN Training sessions prior to each Regional implementation.

Director's Update, continued

How will HIP implementation be affected by Eligibility Modernization?
All Regions will be encouraged to assist members with information about how to enroll at community locations or at a local DFR office. Hoosier Healthwise Enrollment Centers throughout the state will also be able to assist clients using the current paper Hoosier Healthwise application, which will be modified for HIP. More detailed information regarding these options will be available as January 2008 nears.

Everyone at FSSA is excited about this new program and the potential to reduce the number of uninsured in Indiana. We hope that you will join us in making sure eligible Hoosiers learn about the program. V-CAN members will be an important partner in this effort!

If you have questions or would like more information about HIP, visit www.hip.in.gov or email hipinfo@fssa.in.gov.

V-CAN Profile Fast Facts:

- The Family Nutrition Program (FNP) is a nutrition education program that targets limited resource audiences statewide.

- The mission of FNP is to increase the ability of individuals and families with limited resources to utilize their food dollars and Food Stamps appropriately and to provide a safe meal environment.

- 81 Purdue Extension offices with nutrition education programs are V-CAN Referral Members or Access Points.

V-CAN Profile: Family Nutrition Program

This V-CAN Member Profile is the first in a series of profiles highlighting V-CAN Members throughout Indiana.

Angie Abbott is the Family Nutrition Program Director for Purdue Extension. Angie was the first statewide network leader to make sure that all 81 of her offices, statewide, joined the V-CAN to offer public assistance information or access to their clients!

The **Family Nutrition Program (FNP)** is a nutrition education program that targets those with limited resources. The FNP is funded by Purdue University Cooperative Extension Service in partnership with FSSA and the U.S. Department of Agriculture.

The mission of the FNP is to increase the ability of individuals and families with limited resources to utilize their food dollars and Food Stamps appropriately and to provide a safe meal environment.

FNP provides free, informal, and easily accessible educational programs in the home and community. These programs focus on developing knowledge and skills related to nutrition; meal planning, food purchasing, preparation and safety; and resource management. The FNP is located in 69 of Indiana's 92 counties, employing approximately 71 paraprofessional staff members, FNP Assistants, who provide direct nutrition education to low-income families. FNP uses a variety of educational techniques, such as newsletters, hands-on demonstrations, multi-media presentations and workshops to help participants make healthy changes for a lifetime.

FNP participation is not required of Food Stamp recipients. One of the biggest challenges FNP faces is recruiting potential program participants and, ideally, convincing them their family will benefit from participation in the FNP. Being part of the V-CAN network gives FNP a vital opportunity to increase awareness of the program. As a result, 81 Purdue Extension offices with nutrition education programs are V-CAN Referral Members or Access Points. FNP hopes that increased awareness of the program among V-CAN members will allow them to more effectively and productively reach out to those who need services.

For more information on the Family Nutrition Program, visit:
www.ces.purdue.edu/cfs/topics/FNP/.

Regional Spotlight: Region 2

Region 2 (in orange on the Regional Implementation Map) is the largest geographic region of state-wide implementation, containing 47 counties and representing approximately 25% of the state's clients currently receiving public assistance. ***Note:*** *Until Region 2 begins, applicants and clients in Region 2 will continue to be served at local Division of Family Resources (DFR) offices located in each county (ONLY individuals who live in Region 1 will use the Call Center and Internet application until Region 2 is implemented).*

Region 2 will contain four Minor Service Centers, where administrative processing work, hearing preparation and other administration functions will occur. The Minor Service Centers will be staffed with IBM-led Coalition employees and State workers. Clients will not visit the Service Centers. When Region 2 is implemented, applicants and clients will be served in person at local DFR offices located in each county, by contacting the Call Center or using the Internet.

Similar to Region 1 Implementation, the IBM-led Coalition will be holding V-CAN Training Sessions for V-CAN Members in Region 2. V-CAN Training Sessions will be held about two months prior to implementation, targeted for late January 2008 *(subject to change)*. Invitations to Region 2 Training Sessions will be e-mailed when they are finalized.

If you have questions about the Region 2 implementation or V-CAN Training Sessions, please contact vcan@us.ibm.com.
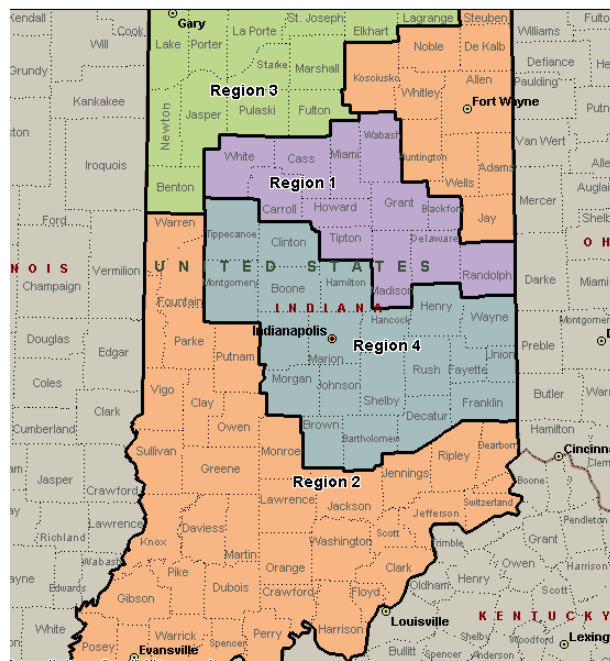
Regional Implementation Map

Q&A Corner

During the months of May and June, the IBM-led Coalition conducted Usability Testing on the Internet Screening, Paper Application and Automated Phone Support system. This series of questions and answers highlights the details and results of the Usability Testing.

Q: What is Usability Testing?

A: Usability Testing is the process of testing software applications or other tools for ease of learning and use. The IBM-led Coalition conducted Usability Testing on the Internet Screening, Paper Application and the Automated Phone Support to test the new tools with the applicant and client population.

Q: Where did Usability Testing occur?

A: Usability Testing was conducted at both urban and rural community centers: Southeast Community Services (Indianapolis); Martin Luther King Multi-Service Center (Indianapolis); and South Central Community Action Program (Spencer).

Q: Who participated in the Usability Testing?

A: With the help of the community centers, potential applicants tested the new tools. During the testing, the team learned that about one-third of all testers currently receive benefits, or have received benefits in the past.

Q: What were the demographics of the participants?

A: Usability Testing participants were men and women and ranged in age from 17 – 86. The race/ethnicity of participants included African American, White, Hispanic and American Indian.

Q: What were the results?

A: **Internet Screening**
Spencer
- All sections were rated as Easy; Average satisfaction rating was 5.5 out of 7.

Indianapolis
- All sections were rated as Easy by 9 out of 10 applicants; Average satisfaction rating was 6 out of 7.

Automated Phone Support
Note: Automated Phone Support was tested in English and Spanish

Indianapolis
- Highly satisfied rating; User successful completion rates were variable, with very high success rates for some tasks and lower success rates for other tasks.

Q&A Corner, continued

Paper Application

Spencer
- 4 out of 10 participants rated the paper application as Easy; most users completed the application in 30 minutes or less.

Indianapolis
- 8 out of 10 participants rated the paper application as Easy; all users completed the application in less than 30 minutes.

Q: What happens after Usability Testing?

A: The IBM-led Coalition received some great feedback – including the quotes in the bubbles on the right – from participants on the wording, format and instructions contained in the new tools. The IBM-led Coalition is looking at the feedback provided and will examine where enhancements to the tools can be made.

"Well, there wasn't anything I didn't like. It was very easy to understand…"

" I like the summary page with alternating colors, it was self-explanatory and the alternating colors made it very easy to look at and not miss anything."

"The application was easy and didn't take much time…"

Update on Region 1:
Grant County Service Center Open House

Prior to the implementation of Region 1, the IBM-led Coalition will hold an **Open House** at the **Grant County Service Center**. The purpose of the Open House is to provide V-CAN members with more information on operations at the Service Center, which contains the Call Center that applicants and clients can contact toll-free to apply for or manage benefits. V-CAN members who attend the Open House will learn more about all aspects of the eligibility modernization, including the Call Center, the Document Center, and other administrative functions that will occur in the Service Center.

In addition, attendees will learn more about the activities in local DFR offices and V-CAN locations in the new system. **Invitations to the Open House will be emailed to all V-CAN members soon!**

Grant County Service Center

Do you have questions or feedback? Contact us!

Your questions and feedback are important to us!

If you have questions or feedback on the eligibility modernization implementation in your region, we want to hear from you! Contact us with your questions about regional implementations or feedback on implementation in your area. Send us an e-mail at vcan@us.ibm.com or contact us by mail at:

**V-CAN
P.O. Box 40977
Indianapolis, IN 46240-0977**

Reminder!

We will continue to update you on news regarding the V-CAN, the regional implementations and the progress of the Indiana Eligibility Modernization Project.
Look for the next issue of the *V-CAN Connector* in October.